

Annual Consumer Complaint Log

June 1, 2009 – May 31, 2010

# OF COMPLAINTS	JUN 09	JUL 09	AUG 09	SEP 09	OCT 09	NOV 09	DEC 09	JAN 10	FEB 10	MAR 10	APR 10	MAY 10	TOTAL
	2	1	0	0	0	4	0	1	11	10	4	3	36

DESCRIPTION OF COMPLAINT	NATURE OF COMPLAINT	DATE OF COMPLAINT	DATE OF RESOLUTION	EXPLANATION OF RESOLUTION
Caller complained of quality of the VI.	Competence	06/15/09	07/09/09	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.
Caller complained of quality of the VI.	Competence	06/26/09	07/08/09	Resolved. Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI.
				Resolved.

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Caller complained of quality of the VI.	Competence	07/02/09	07/08/09	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI. Resolved.
Customer had VRS call disconnect after one minute after several tries.	Inter-operability	11/10/09	11/18/09	Not noted.
Canadian resident wanted to know why he couldn't make VRS calls to the US.	International	11/23/09	11/23/09	Customer was informed of FCC regulations. Resolved.
Canadian resident called about rejected VRS calls.	International	11/23/09	11/23/09	Customer was informed of FCC regulations. Resolved.
Canadian resident called about rejected VRS calls.	International	11/24/09	11/24/09	Customer was informed of FCC regulations. Resolved.
Customer tried to make a VRS call using Spanish.	Service	01/26/10	01/26/10	Customer was informed Spanish interpretation is not available at this time. Referred to different VRS provider. Resolved.
Customer could not see VI on the screen clearly.	Inter-Operability	02/01/10	02/01/10	Customer's network connection was diagnosed by a technician. Customer was informed how to improve the connection quality. Resolved.

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Canadian resident called about rejected VRS calls.	International	02/03/10	05/23/10	Customer was informed of FCC regulations. Resolved.
Customer could not access VRS.	Service	02/11/10	02/11/10	Customer was informed of her VSN with a 10 digit number available. Resolved.
Caller complained of quality of the VI.	Competence	02/13/10	02/13/10	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI. Resolved.
Canadian resident called about rejected VRS calls.	International	02/16/10	02/16/10	Customer was informed of FCC regulations. Resolved.
Canadian resident called about rejected VRS calls.	International	02/16/10	02/17/10	Customer was informed of FCC regulations. Resolved.
Canadian resident called about rejected VRS calls.	International	02/17/10	02/17/10	Customer was informed of FCC regulations. Resolved.
Customer could not access VRS.	Service	02/21/10	02/23/10	Customer was informed how to register for a 10-digit number. Resolved.
Canadian resident called about rejected VRS calls.	International	02/23/10	02/23/10	Customer was informed of FCC regulations. Resolved.

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Canadian resident called about rejected VRS calls.	International	02/26/10	02/26/10	Customer was informed of FCC regulations. Resolved.
Canadian resident called about rejected VRS calls.	International	02/27/10	02/27/10	Customer was informed of FCC regulations. Resolved.
Caller complained of quality of the VI.	Competence	03/01/10	03/04/10	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to VI Manager. Manager worked directly with and coached VI. Resolved.
Canadian resident called about rejected VRS calls.	International	03/02/10	03/02/10	Customer was informed of FCC regulations. Resolved.
Customer wanted to know if we still provided Spanish interpretation.	Service	03/04/10	03/04/10	Customer was informed Spanish interpretation is not available at this time. Resolved.
Customer tried to make a VRS call using Spanish.	Service	03/13/10	03/13/10	Customer was informed Spanish interpretation is not available at this time. Resolved.
Customer tried to make a VRS call using Spanish.	Service	03/16/10	03/16/10	Customer was informed Spanish interpretation is not available at this time. Resolved.

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Customer could not access VRS.	Service	03/20/10	03/20/10	Customer was informed how to register for a 10-digit number. Resolved.
Customer could not access VRS.	Service	03/24/10	03/24/10	Customer hung up, could not resolve.
Customer could not access to VRS.	Service	03/29/10	03/29/10	Customer was informed how to register for a 10-digit number. Resolved.
Canadian resident called about rejected VRS calls.	International	03/29/10	03/29/10	Customer was informed of FCC regulations. Resolved.
Customer could not access VRS.	Service	03/31/10	04/07/10	Customer was informed how to register for a 10-digit number. Resolved.
Canadian resident called about rejected VRS calls.	International	04/22/10	04/22/10	Customer was informed of FCC regulations. Resolved.
Customer could not see VI on the screen clearly.	Inter-Operability	04/23/10	05/20/10	Customer's network connection was diagnosed by a technician. Customer was informed how to improve the connection quality. Resolved.
Canadian resident called about rejected VRS calls.	International	04/27/10	04/27/10	Customer was informed of FCC regulations. Resolved.
Customer wanted to know if we still provide Spanish VRS.	Service	04/29/10	04/29/10	Customer was informed Spanish interpretation is not available at this time. Resolved.

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Customer could not access VRS.	Service	05/03/10	05/03/10	Customer was informed how to register for a 10-digit number. Resolved.
Customer wanted the old feature (chat) back.	Service	05/20/10	05/20/10	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to customer service manager. Resolved.
Customer wanted the old feature (chat) back.	Service	05/27/10	05/27/10	Customer Service documented complaint, acknowledged customer concern and apologized, and forwarded to customer service manager. Resolved.